

DIVISION COORDINATOR TRAINEE Tompkins County

Department: Department of Social Services

Classification: Competitive

Labor Grade: 14

Approved: 0

MINIMUM QUALIFICATIONS: EITHER:

(a) Possession of a Bachelors Degree from a regionally accredited or New York State registered four year college or university **AND** three years of full-time paid (or the equivalent part-time and/or volunteer) experience in a position involving examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, one year of which must have been in a supervisory position; **OR**

(b) Possession of an Associates Degree or completion of at least two years (60 semester hours) of study in a regionally accredited or New York State registered college or university **AND** five years of full-time paid (or the equivalent part-time and/or volunteer) experience in a position involving examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, one year of which must have been in a supervisory position; **OR**

(c) Graduation from high school or possession of a high school equivalency diploma **AND** seven years of full-time paid (or the equivalent part-time and/or volunteer) experience in examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility, one year of which must have been in a supervisory position; **OR** (d) Any combination of training and experience equal to or greater than that described in (a), (b) and (c) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

TRAINEE REQUIREMENTS:

An incumbent who has completed twelve months of satisfactory service in the Division Coordinator Trainee title, post permanent appointment, will automatically promote to the Division Coordinator title without further competitive examination.

DISTINGUISHING FEATURES OF THE CLASS:

Over the course of a maximum one-year traineeship, an incumbent in this class is expected to gain knowledge and learn all of the skills necessary to plan, coordinate, supervise and manage the performance and activities of a specific unit within the Department of Social Services. Duties are broad in scale, are performed with autonomy and involve a wide variety of related functions within the Eligibility Divisions. An employee in this class implements and oversees the operation of State mandated and local eligibility and related programs. The incumbent will also have some client contact addressing more difficult and complex factors encountered by less senior employees. The work is performed under the general Direction of the Commissioner of Social Services ever expanding leeway allowed for the exercise of independent judgement in planning and carrying out the details of the work. Supervision is exercised over subordinate staff. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

Learns all of the details necessary to plan and coordinator eligibility and related programs mandated by the Federal and State governments and locally initiated eligibility related programs assigned to the Eligibility Division. These programs include but are not necessarily limited to: Temporary Assistance, HEAP, Employment, Medicaid, Food Stamps, Daycare, and Emergency Services; Develops a knowledge of, and skill in, the ability to writes and submit comprehensive eligibility related plans by analyzing program requirements and determining department resources and needs; Assists with the planning, coordination, supervision and management of the activities within a given Division; Assists in the formulation of local policies and procedures that relate to financial eligibility for various programs administered by the local social services district; Participates in the writing and submission of grants to obtain funding for eligibility related programs; Participates in the development of the long and short term plans and goals of the division; Interprets Federal, State and local policies and programs as they relate to financial eligibility; Participates in the development of managerial informational systems to assist program compliance, monitoring and record keeping; Conducts or participates in the delivery of public presentations to disseminate specialized information or to obtain public input; Assists in the collection of statistical data used locally and statewide in analyzing the effectiveness of eligibility related programs; Establishes and maintains working relationships with the various agencies and organizations that have a connection to the eligibility division; Learns about the Fair Hearing Summary process and represents the Agency in the entire Fair Hearing process; Maintains cooperative relationships with other units and

sections of the agency through administrative channels; Assists with establishing necessary controls for determining staff performance and makes necessary performance evaluations; Reviews recommendations, made by lower level examiners, and approves or disapproves them; Attends conferences, training sessions and meetings on policy and procedure; Learns and maintains an extensive expertise with the department's computer systems (i.e., WMS,MMIS, BICS, ABEL, MBL, FDR, etc.); Handles complaints/concerns from clients, landlords, recipient advocates and the general public that cannot be resolved at lower levels; Conducts training sessions for staff on policy/regulation changes; Conducts training or coordinates training for new staff personnel; Conducts interviews with potential employees and makes recommendations for hiring; May testify before the grand jury and at jury trials when necessary

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of Federal, State and local social service laws and regulations as they affect eligibility for entitlement programs; Thorough knowledge of the agency's overall programs, policies and procedures; Good knowledge of other laws and program regulations as they affect eligibility, e.g., such as Worker's Compensation, Social Security, and Unemployment Insurance; Good knowledge of modern principles of supervision; Ability to communicate well, and deal effectively with others; Ability to plan, coordinate, manage and supervise the work of others, and to evaluate their performance; Ability to interpret and apply complex written material to specific program content; Ability to develop and effectively present training materials on specific program content; Ability to gather information and prepare reports; Ability to operate a computer terminal; Ability to perform close, detail work involving considerable visual effort and strain; Good judgement; Physical condition commensurate with the demands of the position.